

PARENTSNEXT SERVICES GUARANTEE

TARGETED STREAM

This ParentsNext Services Guarantee reflects the Australian Government's expectations of ParentsNext Providers. It sets out the minimum level of service each Participant can expect to receive, as well as the requirements they need to meet while preparing for employment.

The Government delivers ParentsNext through a national network of providers.

The objectives of ParentsNext are to:

- target early intervention assistance to parents at risk of long-term welfare dependency
- help parents identify their education and employment related goals and participate in activities that help them achieve their goals
- connect parents to local services that can help them address their barriers to employment.

WHAT YOU CAN EXPECT FROM YOUR PARENTSNEXT PROVIDER

Your provider will:

- treat you fairly, with respect and in a culturally sensitive way
- clearly explain your requirements to you while you participate in your ParentsNext
- identify your previous education and work experience, your strengths and any challenges you or your family face to increase your work readiness
- help you identify your education and employment related goals and work with you to develop your Participation Plan to help you achieve these goals. Your Participation Plan sets out the activities you will participate in to achieve your goals
- identify activities and services in your local community to help you to prepare for employment
- refer you to suitable activities and services that you agree to undertake
- identify education courses that will help you achieve your goals, including completing Year 12 or gaining a Certificate III or higher qualification

- connect you with local services and programs to address barriers to employment, including assistance to access child care and help to access financial assistance for child care
- advise you on the local jobs market, if required
- contact you at least every three months to review your goals and progress and work with you to update your Participation Plan
- provide you with a 'warm handover' if you are moving to a new employment service
- encouragement to be involved in the delivery of your local ParentsNext service
- reassess your needs if your circumstances change
- provide the assistance set out in the ParentsNext Service Delivery Plan.

WHAT IS EXPECTED OF YOU

There are some things you need to do, including:

- treat staff and other Participants at your provider fairly, with respect and in a culturally sensitive way
 - make every effort to attend all contacts with your provider and the Department of Human Services (if applicable), including scheduled telephone contacts
 - sign the Participation Plan containing the activities you have agreed to do
 - do everything you are required or have agreed to do in your Participation Plan
 - if you are required to participate in ParentsNext, attend and participate appropriately in the compulsory activity in your Participation Plan
 - notify your ParentsNext Provider of any changes in your circumstances, e.g. if your address or telephone number changes.
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IF YOU CANNOT ATTEND AND APPOINTMENT OR ACTIVITY

- Appointments - let your ParentsNext Provider know as soon as possible prior to the event if you are unable to attend an appointment
- Activities - notify your ParentsNext Provider and, if applicable, your activity provider, as soon as possible if you are unable to attend an activity
- Provide your ParentsNext Provider with evidence to support your inability to attend an appointment or activity, e.g. a medical certificate

If you do not attend a compulsory appointment or activity listed in your Participation Plan, and do not notify your provider or have a valid reason, you will be subject to compliance action under the targeted compliance framework. This may result in your income support payment being immediately suspended until you re-engage satisfactorily with your provider. If you have a history of non-compliance your payment may also be reduced or cancelled.

YOUR PERSONAL INFORMATION IS CONFIDENTIAL

Your personal information is protected by law, including the *Privacy Act 1988*. Your provider will only tell service providers things about you that relate to your participation in ParentsNext and related activities and services.

Your provider may also share information with the Department of Jobs and Small Business and the Department of Human Services. Your provider will check with you first before sharing personal information about you with any other government agency.

You can ask to get access to any information your provider holds about you, and have it corrected if needed.

COMPLIMENTS, SUGGESTIONS OR COMPLAINTS

Your views about the assistance you receive are important. The Department of Jobs and Small Business and your provider value any feedback you may have.

If you don't think you are receiving the right help and would like to make a complaint, please talk to your provider first. Your provider will offer a feedback process which is fair and will try to resolve your concerns.

If you feel you can't talk to your provider, or you are still not happy, you can contact the Department of Jobs and Small Business's National Customer Service Line on 1800 805 260 (free call from land lines) or email nationalcustomerservice@jobs.gov.au.

If you have suggestions to improve the assistance from your provider or would like to make a compliment about the help you have received, please let staff at your provider know or call the National Customer Service Line.

If you have any concerns about your income support payments, you should contact the Department of Human Services. Contact details for the Department of Human Services can be found at www.humanservices.gov.au.